

# Services Performance Report

shows compliance with established SLA service targets



**Audience:** Esteban Gonzalez Guardia

**Report author:** EGI SLA sla@mailman.egi.eu

**Service:** Cloud compute

**Period:** 2021-04 - 2021-09

**Date of report:** 06/12/2021

**Date of next report:** 2022-04

**Documentation:** [https://wiki.egi.eu/wiki/Service\\_Level\\_Target\\_-\\_Availability\\_Reliability](https://wiki.egi.eu/wiki/Service_Level_Target_-_Availability_Reliability)

**Related agreements:** <https://documents.egi.eu/document/3682>

## Legend

Underperforming

On Target

		Cloud Compute	
CESGA		Availabilit	Reliability
targets		90%	95%
preious reporting period	2021-01	91.18%	91.18%
	2021-02	83.55%	83.55%
	2021-03	96.46%	97.28%
current reporting period	2021-04	86.98%	86.98%
	2021-05	94.18%	94.18%
	2021-06	100.00%	100.00%
	2021-07	100.00%	100.00%
	2021-08	99.90%	99.90%
	2021-09	99.70%	99.70%
Explanation	SLA violation: under-performing for 2 consecutive months in the reporting period		
2021-04, 2021-05	authentication failures during the creation of the testing VMs.		